

## **PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD**

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, February 11, 2016 in in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

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**Present:** Chairman Tom Lund  
Paula Laundrie, Bill Clancy, Susan Hyland, Carole Andrews, JoAnn Grschberger

**Excused:** Helen Smits, Craig Huxford

**Also**

**Present:** Erik Pritzl, Executive Director  
Luke Schubert, Hospital & Nursing Home Administrator  
Nancy Fennema, Director of Community Programs  
Eric Johnson, Finance Manager  
Paula Burkart, Payee Supervisor  
Child Protective Services Intern

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**1. Call Meeting to Order:**

The meeting was called to order by Chairman Lund at 5:15 pm.

**2. Approve/Modify Agenda:**

GRASCHBERGER/ANDREWS moved to approve the agenda.  
The motion was passed unanimously.

**3. Approve Minutes of January 14, 2016 Human Services Board Meeting:**

CLANCY/HYLAND moved to approve the minutes dated January 14, 2016.  
The motion was passed unanimously.

**4. Executive Director's Report:**

Executive Director Pritzl had submitted his report with the agenda. He went over some of the key items.

LAUNDRIE/HYLAND moved to receive and place on file.  
Motion was carried unanimously.

**5. Presentation re: Payee Services:**

Payee Supervisor Paula Burkart gave a Power Point presentation to the board (attached).

Q: County Board Member Clancy asked what prompted the need for Payee Services.

A: Burkart stated that the unit helps individuals who have other pressing issues (example: mental health) ensure that their basic bills are paid. Executive Pritzl stated it also helps prevent potential financial abuse.

Q: Citizen Board Member Laundrie asked Burkart to explain further about keeping money isolated so clients will not lose their benefits during MA reviews.

A: Burkart stated that we monitor clients' asset limits every month to ensure that they do not go over. Going over would risk losing Medicare or SSI benefits.

Q: Citizen Board Member Laundrie asked how individuals enter the program and how we become aware of those who need our services.

A: Burkart stated that a doctor needs to sign a form stating the individual is not capable to handle their finances. They would also need a doctor's signature to exit the program. We accept individuals referred by Brown County case managers or an MCO. Others we refer to a list of other agencies in the Green Bay area.

Q: Citizen Board Member Laundrie asked if there is a waiting list.

A: Burkart stated we had a waiting list for a long time but we currently do not have one. Individuals leave the program when they go through the process and become a payee, a family member becomes their payee, they no longer have services with Brown County or they pass away.

ANDREWS/LAUNDRIE moved to receive and place on file.  
Motion was carried unanimously.

**6. Administrator Report (CTC):**

The NPC monthly report and the QAPI summary report were submitted with the board packet agenda. CTC Administrator Schubert highlighted parts of his report. He proposed the idea of bringing written reports quarterly to the board and looking at performance improvement projects monthly. He would have different staff members come to the board to present improvement processes. The board agreed.

GRASCHBERGER/ANDREWS moved to receive item 6a and place on file.  
CLANCY/HYLAND moved to receive item 6b and place on file.

Motion was carried unanimously.

**7. Financial Report:**

Financial Manager Eric Johnson handed out the financial report (attached). He gave a year-end projection report for 2015 since there is not a new financial statement since November.

Q: County Board Member Clancy asked if Outagamie is having the same issues financially.

A: Executive Pritzl stated that although we have not seen their data, other directors have stated they have been seeing higher costs and more complex situations in their children and families area as well.

LAUNDRIE/HYLAND moved to receive and place on file.  
Motion was carried unanimously.

**8. Statistical Reports:**

Please refer to the packet which includes this information.

ANDREWS/GRASCHBERGER moved to receive items 8 a-d and place on file.  
Motion was carried unanimously.

**9. Approval for New Non-Continuous Vendor:**

Please refer to the packet which includes this information.

ANDREWS/LAUNDRIE moved to receive item 9 and place on file.  
Motion was carried unanimously.

**10. Approval for New Vendor Contract:**

Please refer to the packet which includes this information.

ANDREWS/GRASCHBERGER moved to receive item 10 and place on file.  
Motion was carried unanimously.

**11. Other Matters:**

Next Meeting: Thursday, March 10, 2016  
5:15 p.m. – Community Treatment Center, Room 365

**12. Adjourn Business Meeting:**

CLANCY/HYLAND moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:00 p.m.

Respectfully Submitted,

Kara Navin  
Office Manager

# **BROWN COUNTY HUMAN SERVICES**



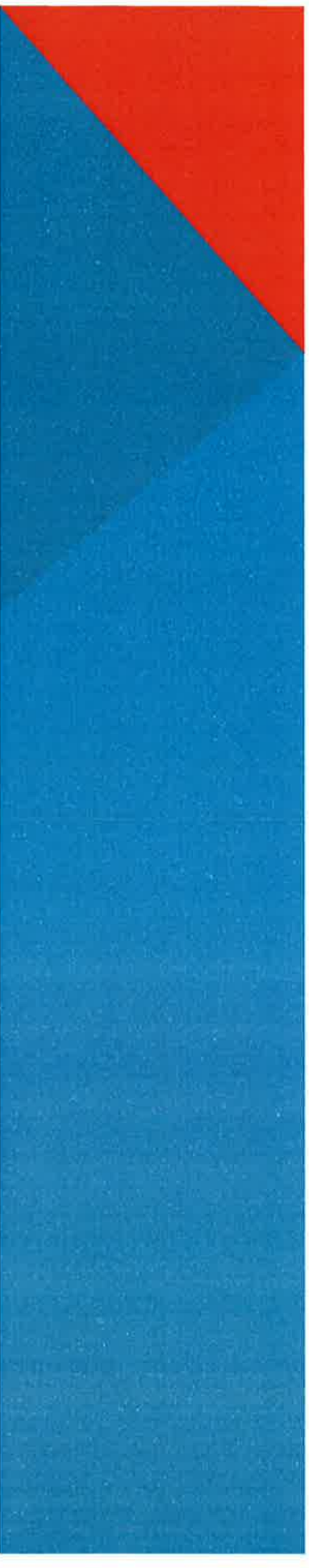
## **PROTECTIVE PAYEE PROGRAM OVERVIEW (PAYEE SERVICES)**

## COVERING THE WHO, HOW AND WHAT'S.....

- Who Do We Serve?
- How Are Individuals Referred?
- What does Payee Services offer?



**WHO DO WE SERVE?**



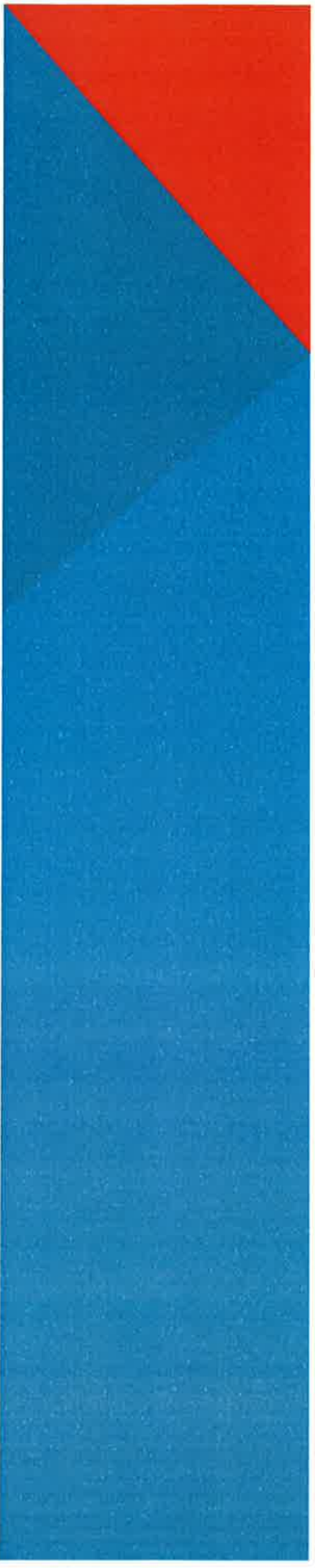
- **Payee Services serves approximately 700 consumers/members**
- Adult consumers who are served by Brown County Human Services Case Managers
  - 262 (Community Treatment Program, AODA, CCS, CSP, COP & Nursing home individuals)
- Members who are served by the Managed Care Organizations (MCO) through Family Care
  - 8 IRIS, 186 Care Wisconsin & 240 Lakeland Members





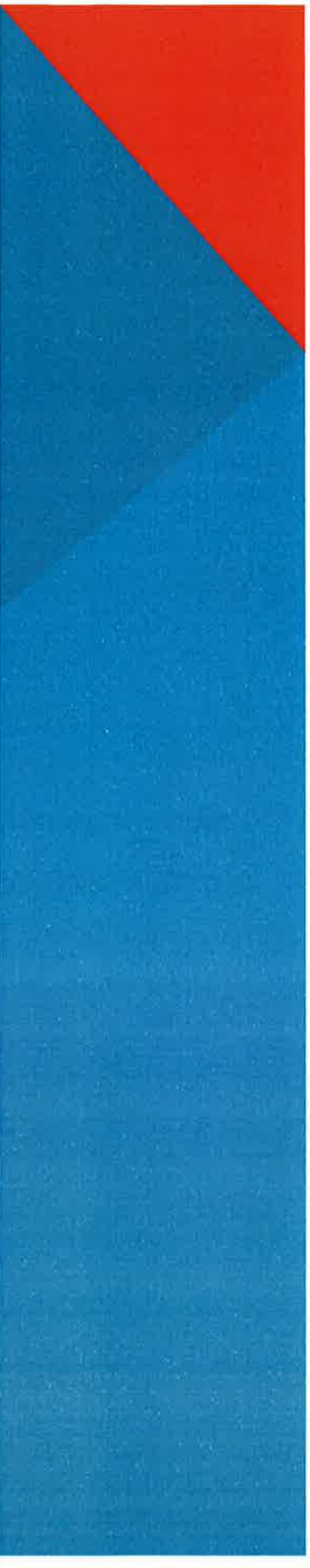
## **We serve individuals who receive benefits**

- Federal Supplemental Social Security Income (Federal SSI)
- Social Security Disability and/or Retirement
- Veterans Administration (VA)
- Railroad Pension
- In addition to benefits, there may be other types of income the consumer/member may voluntarily agree to have deposited into their account, but Brown County is not the payee for those dollars (i.e. pension, work income, per cap payments)





## HOW ARE INDIVIDUALS REFERRED TO PAYEE SERVICES?



1. The Case/Care Manager contacts the Supervisor to give some details (consumer/member name, do they live independent or in a home, guardian/no guardian, etc.)
2. The Supervisor adds them to the referral list in order to track their status
3. A referral packet is sent out to the referring Case/Care Manager
  - The referral packet includes forms needed by the Social Security Administration and information needed by Payee Services
4. When the referral information is received by the Payee Supervisor, application is made to the benefit agency



## WHAT SERVICES ARE OFFERED BY PAYEE SERVICES



# INDEPENDENT CONSUMERS/MEMBERS

- A budget is created for each person when we receive benefits
- The Budget Counselor meets with the consumer/member/guardian to discuss the budget
- We pay their bills – some examples:
  - Rent or Room & Board
  - Utilities (heat, electric, phone, cable)
  - Medical Bills (Community Treatment Center, co-pays, dental bills, etc.)
  - Funds for End of Life to assist families financially so they may not be responsible



## INDEPENDENT CONSUMERS/MEMBERS (CONT.)

- They are issued spending money
  - Individuals living independently receive money monthly, weekly or bi-weekly (depending on how well they can manage their spending)
- Budgets are reviewed at least annually (more frequently if there are changes to the budget. For example - a move)





## **CONSUMERS LIVING IN A COMMUNITY BASED RESIDENTIAL FACILITY (CBRF) OR ADULT FAMILY HOME (AFH)**

- The Budget Counselor contacts the consumer/member/guardian when benefits arrive to discuss how their finances will be handled
  - Room & Board is paid for each person
  - They receive monthly spending
  - This amount may vary depending on their expenses and if they work



## OTHER AREAS OF FOCUS

- We process Medical Assistance (MA) reviews
- We ensure they maintain their asset limits to keep their benefits (MA and Federal SSI)
- We save for future needs/wants



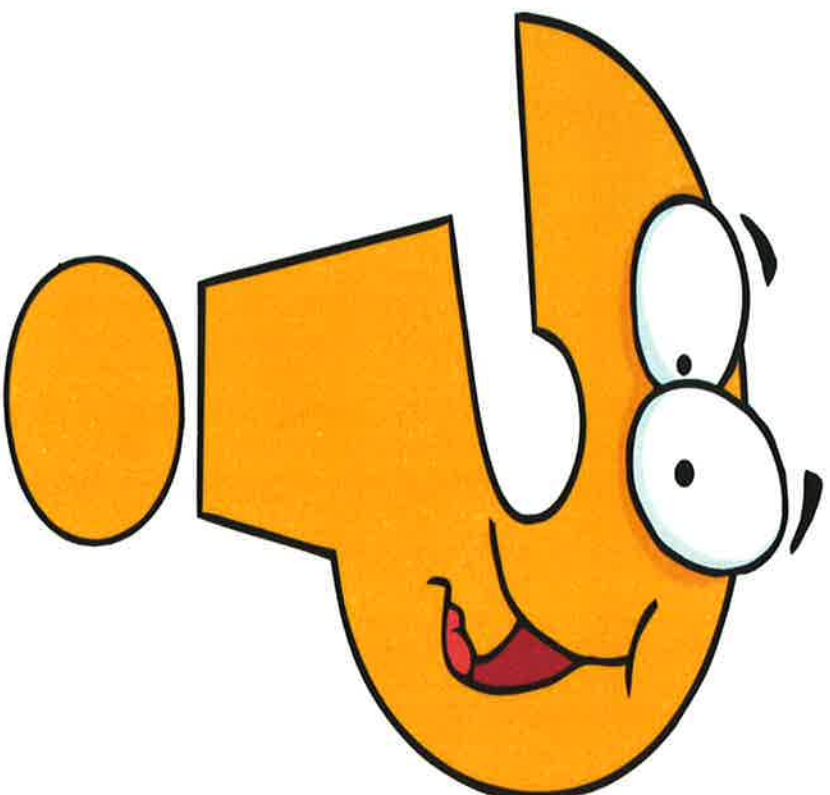


## WHAT ARE WE LOOKING FORWARD TO?

- Completing the transition to an Alpha Case load split (this has been a very large undertaking, but we are almost there!)
- This has involved cross training which is great for our unit
- On Line Banking



# QUESTIONS



## BROWN COUNTY HUMAN SERVICES

111 N. Jefferson Street  
P.O. Box 22188  
Green Bay, WI 54305-3600



Phone (920) 448-6000 Fax (920) 448-6166

Erik Pritzl, Executive Director

To: Human Services Board, Human Services Committee

Date: February 5, 2016

Subject: 2015 financial projections for Community Programs and Community Treatment Center

Based on 11/30/15 YTD financial statements and a unit by unit analysis of expenses and revenues recorded as of that date, 2015 year end projections have been completed for Community Programs and the Community Treatment Center. Final results for 2015 are anticipated sometime in March.

During 2015 for Community Programs, monthly financial statements have been impacted by certain circumstances which significantly affected year-end projections:

- 1) Contractor invoices submitted too late for inclusion in month end accounting were not included as estimates because only actual invoices can be included in the state contract claiming process. Because of this, November month end statements include only ten monthly invoices for many providers instead of eleven. A new 2016 process is planned with separate estimate accounts.
- 2) As of 11/30 a number of programs had already claimed the maximum allowable 2015 contract amount from the state. Therefore, no further revenue will be recorded for these programs in December. In 2016 anticipated program revenues will be recognized equally over 12 months.
- 3) Just under three bi-weekly pay periods will be recorded in December for payroll and fringe benefits expense. This is an issue affecting all county departments which will be resolved beginning in January 2016 with a change to the Logos accounting system to allow partial pay periods to be recorded in two separate months.

Because of these impacts to both expense and revenue, year-end projections for 2015 show an unfavorable budget variance of approximately \$1.3 million (1.6% of budgeted expense) for Community Programs compared to November financial statements which looked roughly in line with budget. Some of the largest operational factors affecting annual results are: a) \$450K less WIMCR revenue than anticipated from the state, b) \$300K more expense than budgeted for placement of delinquent status offenders in special programs, and c) \$325K more than budget for foster home placements and other purchased services for abused & neglected children.

The 2015 Community Treatment Center projection shows an unfavorable variance of \$2.2 million compared to budget which was largely anticipated in November financial statements. This is due primarily to lower than anticipated CBRF and hospital census compared to budget and an unfavorable impact of approximately \$625K during 2015 related to a change in accounting for the allowance for uncollectible accounts which now more accurately reflects the collectible value of accounts receivable balances. CTC will also see nearly three bi-weekly pay periods recorded in December contributing to a higher unfavorable variance for the year.

Respectfully Submitted,

Eric Johnson  
Finance Manager



Brown County Human Services: Community Programs  
Financial Results & Annual Projection  
Based on 11/30/2015 YTD  
Updated 11/27/16

	Year to Date Actual				Annual Forecast			
	YTD	YTD	YTD	YTD	Annual	2015	YTD	YTD
	Budget	Actual	Variance	Variance %	Budget	Forecast	Variance	Variance %
Totals After Admin Allocations:								
			Fav (Unfav)				Fav (Unfav)	
<b>Administrative</b>								
Revenue - Unallocated	\$ 14,427,903	\$ 14,179,448	\$ (248,455)	-1.7%	\$ 15,739,530	\$ 15,656,291	\$ (83,240)	-0.5%
Expense - Unallocated	\$ 108,137	\$ 504,679	\$ (396,542)	-366.7%	\$ 117,968	\$ 614,570	\$ (496,602)	-421.0%
Net Revenue - Unallocated	\$ 14,319,766	\$ 13,674,769	\$ (644,997)	-4.5%	\$ 15,621,562	\$ 15,041,721	\$ (579,842)	-3.7%
<b>Economic Support</b>								
Revenue	\$ 4,825,792	\$ 5,262,076	\$ 436,284	9.0%	\$ 5,264,500	\$ 6,443,340	\$ 1,178,840	22.4%
Expense	\$ 5,429,914	\$ 6,058,592	\$ (628,679)	-11.6%	\$ 5,923,542	\$ 7,052,806	\$ (1,129,264)	-19.1%
Net Revenue (Deficit)	\$ (604,122)	\$ (796,516)	\$ (192,394)	-31.8%	\$ (659,042)	\$ (609,466)	\$ 49,576	7.5%
<b>Children Youth &amp; Families</b>								
Revenue	\$ 6,721,457	\$ 6,934,872	\$ 213,415	3.2%	\$ 7,332,499	\$ 7,489,474	\$ 156,975	2.1%
Expense	\$ 13,324,614	\$ 13,442,573	\$ (117,959)	-0.9%	\$ 14,535,943	\$ 15,322,538	\$ (786,595)	-5.4%
Net Revenue (Deficit)	\$ (6,603,157)	\$ (6,507,701)	\$ 95,456	1.4%	\$ (7,203,444)	\$ (7,833,064)	\$ (629,620)	-8.7%
<b>Birth to 3 Program</b>								
Revenue	\$ 438,403	\$ 644,165	\$ 205,762	46.9%	\$ 478,258	\$ 647,768	\$ 169,510	35.4%
Expense	\$ 1,003,849	\$ 1,062,911	\$ (59,062)	-5.9%	\$ 1,095,108	\$ 1,248,222	\$ (153,114)	-14.0%
Net Revenue (Deficit)	\$ (565,446)	\$ (418,746)	\$ 146,700	25.9%	\$ (616,850)	\$ (600,454)	\$ 16,396	2.7%
<b>Children's LT Support</b>								
Revenue	\$ 4,975,440	\$ 4,124,881	\$ (850,559)	-17.1%	\$ 5,427,753	\$ 4,839,450	\$ (588,303)	-10.8%
Expense	\$ 4,968,621	\$ 4,299,207	\$ 669,414	13.5%	\$ 5,420,314	\$ 5,055,037	\$ 365,277	6.7%
Net Revenue (Deficit)	\$ 6,820	\$ (174,326)	\$ (181,146)	2656.3%	\$ 7,439	\$ (215,587)	\$ (223,026)	2997.9%
<b>Long-Term Care</b>								
Revenue	\$ 31,092,585	\$ 30,566,586	\$ (525,999)	-1.7%	\$ 33,919,184	\$ 30,736,812	\$ (3,182,372)	-9.4%
Expense	\$ 37,047,579	\$ 36,353,501	\$ 694,078	1.9%	\$ 40,415,541	\$ 37,150,805	\$ 3,264,736	8.1%
Net Revenue (Deficit)	\$ (5,954,994)	\$ (5,786,915)	\$ 168,079	-2.8%	\$ (6,496,357)	\$ (6,413,993)	\$ 82,364	-1.3%
<b>Adult Behavioral Health</b>								
Revenue	\$ 10,084,915	\$ 10,248,495	\$ 163,580	1.6%	\$ 11,001,725	\$ 11,225,530	\$ 223,805	2.0%
Expense	\$ 12,432,768	\$ 11,926,461	\$ 506,307	4.1%	\$ 13,563,019	\$ 13,781,374	\$ (218,355)	-1.6%
Net Revenue (Deficit)	\$ (2,347,853)	\$ (1,677,966)	\$ 669,887	-28.5%	\$ (2,561,294)	\$ (2,555,844)	\$ 5,450	-0.2%
<b>Total Community Programs</b>								
Total Revenue	\$ 72,566,495	\$ 71,960,523	\$ (605,972)	-0.8%	\$ 79,163,449	\$ 77,038,664	\$ (2,124,785)	-2.7%
Total Expense	\$ 74,315,482	\$ 73,647,925	\$ 667,557	0.9%	\$ 81,071,435	\$ 80,225,351	\$ 846,084	1.0%
Net Revenue (Deficit)	\$ (1,748,987)	\$ (1,687,402)	\$ 61,585	-3.5%	\$ (1,907,986)	\$ (3,186,686)	\$ (1,278,701)	67.0%

Brown County Community Treatment Center  
Annual Forecast Based on YTD Financials  
November 30, 2015

Days 334  
Months 11

	Year to Date Actual				Annual Forecast			
	YTD Budget	YTD Actual	Budget Variance	% Variance	Annual Budget	2015 Forecast	Budget Variance	% Variance
			Fav (Unfav)				Fav (Unfav)	
<b>Revenues</b>								
Property Tax Revenue	\$ 2,363,426	\$ 2,363,426	\$ (0)	0.0%	\$ 2,578,283	\$ 2,578,283	\$ -	0.0%
Nursing Home Supplemental Funding	\$ 696,667	\$ 705,238	\$ 8,571	1.2%	\$ 760,000	\$ 769,350	\$ 9,350	1.2%
Hospital Revenue: Inpatient	\$ 2,767,967	\$ 1,869,249	\$ (898,718)	-32.5%	\$ 3,019,600	\$ 2,067,099	\$ (952,501)	-31.5%
Hospital Revenue: Outpatient	\$ 56,420	\$ 33,890	\$ (22,530)	-39.9%	\$ 61,549	\$ 37,035	\$ (24,514)	-39.8%
Hospital Revenue: CTP Reduction of Bad Debt	\$ 836,886	\$ 769,950	\$ (66,936)	-8.0%	\$ 912,966	\$ 841,412	\$ (71,554)	-7.8%
CBRF: revenue	\$ 1,251,194	\$ 274,028	\$ (977,166)	-78.1%	\$ 1,364,939	\$ 304,476	\$ (1,060,463)	-77.7%
Nursing Home Revenues:	\$ 3,273,360	\$ 2,949,347	\$ (324,003)	-9.9%	\$ 3,570,927	\$ 3,223,612	\$ (347,315)	-9.7%
Miscellaneous Revenue	\$ 7,952	\$ 9,107	\$ 1,155	14.5%	\$ 8,675	\$ 9,952	\$ 1,277	14.7%
Resident Store	\$ 7,700	\$ 4,720	\$ (2,980)	-38.7%	\$ 8,400	\$ 5,158	\$ (3,242)	-38.6%
Rent: Land	\$ 13,588	\$ 14,580	\$ 992	7.3%	\$ 14,823	\$ 14,580	\$ (243)	-1.6%
Donations	\$ 1,742	\$ 1,215	\$ (527)	-30.2%	\$ 1,900	\$ 1,328	\$ (572)	-30.1%
Changes to County Departments	\$ 567,417	\$ 567,417	\$ 0	0.0%	\$ 619,000	\$ 619,000	\$ -	0.0%
Transfer In: HR retirees	\$ 6,232	\$ 6,799	\$ 567	9.1%	\$ 6,799	\$ 6,799	\$ -	0.0%
Capital Contributions Transfer	\$ -	\$ 18,000	\$ 18,000	#DIV/0!	\$ -	\$ 18,000	\$ 18,000	#DIV/0!
Total Revenue	\$ 11,850,539	\$ 9,586,966	\$ (2,263,573)	-19.1%	\$ 12,927,861	\$ 10,496,084	\$ (2,431,777)	-18.8%
<b>Expenses</b>								
Personnel Costs	\$ 6,406,436	\$ 6,076,901	\$ 329,535	5.1%	\$ 6,988,839	\$ 6,824,827	\$ 164,012	2.3%
Fringe Benefits	\$ 2,241,372	\$ 2,168,475	\$ 72,897	3.3%	\$ 2,445,133	\$ 2,435,364	\$ 9,769	0.4%
Training and education	\$ 8,296	\$ 683	\$ 7,613	91.8%	\$ 9,050	\$ 746	\$ 8,304	91.8%
Cost of Sales Resident Store	\$ 5,775	\$ 3,097	\$ 2,678	46.4%	\$ 6,300	\$ 3,384	\$ 2,916	46.3%
Operation and Maintenance	\$ 585,621	\$ 512,716	\$ 72,905	12.4%	\$ 638,859	\$ 558,165	\$ 80,694	12.6%
Insurance CTC Professional Liability	\$ 28,598	\$ 24,415	\$ 4,183	14.6%	\$ 31,198	\$ 23,760	\$ 7,438	23.8%
State Assessment	\$ 117,810	\$ 117,810	\$ -	0.0%	\$ 128,520	\$ 128,520	\$ -	0.0%
Telephone	\$ 9,194	\$ 7,790	\$ 1,404	15.3%	\$ 10,030	\$ 8,498	\$ 1,532	15.3%
Chargebacks	\$ 1,720,735	\$ 1,634,043	\$ 86,692	5.0%	\$ 1,877,165	\$ 1,782,592	\$ 94,573	5.0%
Contracts	\$ 386,503	\$ 560,135	\$ (173,632)	-44.9%	\$ 421,640	\$ 583,517	\$ (161,877)	-38.4%
Medical Expense.	\$ 274,588	\$ 250,963	\$ 23,625	8.6%	\$ 299,550	\$ 274,256	\$ 25,294	8.4%
Transfer out Wages	\$ 65,612	\$ 68,739	\$ (3,127)	-4.8%	\$ 71,577	\$ 77,199	\$ (5,622)	-7.9%
Depreciation	\$ 729,942	\$ 736,685	\$ (6,753)	-0.9%	\$ 796,300	\$ 803,667	\$ (7,367)	-0.9%
Disposition of fixed assets	\$ -	\$ 633	\$ (633)	#DIV/0!	\$ -	\$ 633	\$ (633)	#DIV/0!
	\$ 12,580,481	\$ 12,163,095	\$ 417,386	3.3%	\$ 13,724,161	\$ 13,505,131	\$ 219,030	1.6%
<b>Revenues vs. Expenses</b>	\$ (729,942)	\$ (2,576,129)	\$ (1,846,187)		\$ (796,300)	\$ (3,009,047)	\$ (2,212,747)	
<b>Depreciation (not covered in budget)</b>	\$ 729,942	\$ 736,685	\$ 6,753		\$ 796,300	\$ 803,667	\$ 7,367	
<b>Net (without depreciation)</b>	\$ (0)	\$ (1,839,434)	\$ (1,839,434)		\$ -	\$ (2,205,379)	\$ (2,205,379)	

NOTES:

- Based on recent correspondence.
- Major programs under budget for Avg Daily Census:  
Hospital ADC < budget YTD  
Nursing Home ADC < budget YTD  
CBRF ADC < budget YTD
- Cost of consultants, not in budget.

Budget ADC	YTD ADC	% < budget
11.0	10.1	-8.2%
62.0	61.4	-1.0%
6.0	1.7	-71.7%